

PSC NO: 3 TELEPHONE  
ALLTEL New York, Inc.  
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Section: 2 Leaf: 19  
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## SECTION 2 - GENERAL RULES AND REGULATIONS

### H. PAYMENTS AND TERMINATION OF SERVICE (Cont'd.)

#### 1. Advanced Payments and Deposits (Cont'd.)

d. All applicants or subscribers who are 62 years of age or older shall be exempt from any cash deposit requirement unless such person's telephone service was suspended or terminated for non-payment during the preceding six months. Any such corporation shall permit an applicant or subscriber 62 years of age or older to pay the deposit in installments over a period not to exceed 12 months.

e. Deposits may be required from residential customers on the basis of credit risk standards. Except as provided in H.1.d., the company may require a deposit from a residential customer if the customer is delinquent in payment, or if the customer's service has been terminated for non-payment once within the preceding six-month period. "Delinquent in payment" means that a customer has received two consecutive telephone bills without making payment of one-half of the total of the two bills. (A customer is not considered delinquent, however, if an amount in dispute is not paid before the dispute is resolved.)

An existing residential customer is any applicant for service who was a customer of the same telephone corporation within twelve months of making the request, provided that prior service was not terminated for nonpayment, unless service is requested within 10 days of such termination for nonpayment. Applicants for residential service and existing residential customers are permitted to pay deposits in installments over a period not to exceed 12 months. If payment of a bill is mailed, three (3) additional days are allowed before we consider a residential customer delinquent.

f. New customers are asked for information to establish credit. "Yes" answers to three of the following credit screen questions entitle a person to service without a deposit. (1) Are you or (your spouse with whom you're living) employed? If so, state your (or your spouse's) employer's name, address, telephone number and your (or your spouse's) position. (2) Have you been employed for the past two years by no more than two employers? If you have been employed for less than two years, is this because you have recently graduated from school, recently been discharged from military service or recently been widowed, separated or divorced?

Issued by: Vice President, State Government Affairs, Little Rock, Arkansas